

Pengembangan Chatbot Layanan Konsultasi Perpajakan di *Teaching Factory Tax Center* dengan Analisis Kepuasan Pengguna. (*Development of Chatbot Tax Consulting Services at Teaching Factory Tax Center with User Satisfaction Analysis*)

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ABSTRACT

The focus of this research is to improve customer satisfaction through the implementation of a modern chatbot solution with Google Dialogflow at the Tax Center State Polytechnic Jember. This study describes the process of developing chatbots, which includes design, change, and distribution. These chatbots are designed to simplify processes, provide immediate support, and provide accurate information to clients by combining machine learning capabilities and natural language processing. In addition, this study looks at how chatbots affect customer interaction. The goal is to measure the quality of service, longer response times, and overall customer satisfaction. The study discusses how chatbot technology can transform customer service in specific areas such as tax administration, resulting in information and best practices that can be applied in similar service-oriented organizations.

Keywords: *Chatbot, Tax Center, User Satisfaction Analysis*